

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2015

Docket No. ACR2015

CHAIRMAN'S INFORMATION REQUEST NO. 18

(Issued March 3, 2016)

To clarify the Postal Service's FY 2015 Annual Performance Report (FY 2015 Report) and FY 2016 Annual Performance Plan (FY 2016 Plan),¹ the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than March 8, 2016.

Ensure a Safe Workplace and Engaged Workforce

1. The Postal Service explains that goals for the Postal Pulse survey are based in part on the "number of business units participating in action planning...."² The Postal Service defines business unit "as a postal manager at or above the EAS-18 grade level and his/her team employees. There are approximately 18,000 business units system-wide."³
 - a. Please provide the percentage of total Postal Service employees who work in a business unit. Please identify the categories of employees who do not work in a business unit, if any.

¹ The FY 2015 Report and FY 2016 Plan are included in the United States Postal Service 2015 Annual Report to Congress (FY 2015 Annual Report). See Library Reference USPS-FY15-17, December 29, 2015, at 11-28.

² See Responses of the United States Postal Service to Questions 1-6 of Chairman's Information Request No. 3, January 21, 2016, question 5.b.

³ See Responses of the United States Postal Service to Questions 13-15 and 19 of Chairman's Information Request No. 13, February 26, 2016, question 15.b.

- b. Please confirm that the FY 2015 target for the number of business units participating in action planning is 9,000. If not confirmed, please provide the FY 2015 target.
 - c. Please confirm that the FY 2016 target for the number of business units participating in action planning is 18,000. If not confirmed, please provide the FY 2016 target.
- 2. The Postal Service states that the Postal Pulse survey is better than the Voice of the Employee (VOE) survey because it includes “actionable items.” FY 2015 Annual Report at 18.
 - a. Please identify the actionable items on the Postal Pulse survey.
 - b. Please explain how the Postal Service will convey and implement these actionable items for employees and managers that do not work in a business unit.
- 3. The Postal Service states that as part of its FY 2016 performance plan, it will “change management initiatives to help increase employees’ overall understanding of the purpose of employee engagement and the benefits to them and the organization.” FY 2015 Annual Report at 19. Please identify which management initiatives will be changed and explain how they will be affected.

Provide Excellent Customer Experiences

- 4. The Postal Service states: “For FY2015, the national wait time in line average was 2 minutes, 36 seconds versus the prior year of 2 minutes, 24 seconds....” FY 2015 Annual Report at 32. Library Reference USPS–FY15–33 lists “2 minutes, 36 seconds” as the average customer wait time in line for both the FY 2015 national average and the FY 2015 quarter 4 average.⁴ Similarly, in Docket

⁴ See Library Reference USPS–FY15–33, December 29, 2015, revised February 3, 2016, Excel file “WaitTimeInLineFY2015.xlsx,” tabs “Natl Avg Wait” and “Quarter Avg Wait Natl.”

No. ACR2014, Library Reference USPS–FY14–33 lists “2 minutes, 24 seconds” as the average customer wait time in line for both the FY 2014 national average and the FY 2014 quarter 4 average.⁵

- a. Does the Postal Service use the fiscal year quarter 4 average wait time in line as the fiscal year national average wait time in line?
- b. If the response is yes, please explain how the fiscal year quarter 4 data accurately reflects the fiscal year national average wait time in line.
- c. If the response is no, please explain how the Postal Service calculates the fiscal year national average wait time in line.

By the Acting Chairman.

Robert G. Taub

⁵ See Docket No. ACR2014, Library Reference USPS–FY14–33, December 29, 2014, Excel file “WaitTimeInLineFY2014.xls,” tabs “Natl Avg Wait” and “Quarter Avg Wait Natl.”